

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): Raymond G. Gross et al

Confirmation No.: 4018

Serial No.: 10/648,427

Art Unit: 2153

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Examiner: K. Lim

Title: Contact Server for Call Center

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97, and 1.98, the attention of the U.S. Patent and Trademark Office is hereby directed to the documents listed on the attached Form PTO-1449. It is respectfully requested that the documents be expressly and independently considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is being submitted before the mailing of a first Office Action after the filing of a request for continued examination under 37 C.F.R. § 1.114.

Each of the documents listed on the attached form equivalent to Form PTO-1449 is in the English language.

According to the Official Gazette, October 12, 2004, the Office hereby waives the requirement under 37 CFR 1.98(a)(2)(i) for submitting a copy of each cited U.S. patent and each U.S. patent application publication for all U.S. national patent applications. Therefore no copy of any patent or patent application publication is submitted herewith.

It is respectfully requested that the documents cited in this Information Disclosure Statement be independently considered by the Examiner.

Please charge any shortage in the fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 07-2347 and please credit any excess fees to such deposit account.

Respectfully submitted,

Date: January 6, 2009

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